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CORRESPONDENCE: Instructions For Use Of The Transmittal Of Correspondence	0211

## **SAM—GOVERNOR'S OFFICE**

**GENERAL (NEW 7/69)**

**0200**

The Governor's chapter in the SAM sets forth policies and procedures for the purpose of obtaining uniform action from all agencies.

### **CORRESPONDENCE**

**INSTRUCTIONS FOR USE OF THE TRANSMITTAL OF CORRESPONDENCE (REVISED 2/94) 0211**

The Governor's Office initiates the Transmittal of Correspondence form, STD. 100A, as a route slip to agencies and an instruction sheet for responding to incoming correspondence.

All transmittal forms are routed to the appropriate agency before being sent to the specified department, except in those cases where there is no supervising agency or if special arrangements are made between the Governor's Office and the agency. The agency should retain a copy of the transmittal form for their record keeping purposes. The agency will check instructions to the designated department. If the agency recommends different instructions than that of the Governor's Office, the Governor's Office should be contacted regarding the proposed change.

The instructions to agencies and departments are explained as follows:

1. "TAKE WHATEVER ACTION YOU CONSIDER APPROPRIATE" instructs the department, board, commission, etc. to determine the disposition of the correspondence. Options include preparing a suggested reply, direct reply, responding by telephone, or no response necessary. The original correspondence should be filed in the department, board, commission, etc. where it was handled, as a permanent record is not maintained in the Governor's Office.
2. "REPLY DIRECT" instructs the department, board, commission, etc. to respond to the correspondent on behalf of the Governor. The goldenrod and a copy of the response are then returned to the Governor's Office via the agency in order to close out the record in the Governor's tracking system. The original correspondence should be filed in the department, board, commission, etc. where it was handled, as a permanent record is not maintained in the Governor's Office.
3. "PREPARE SUGGESTED REPLY AND RETURN WITH THE ATTACHED" instructs the department, board, commission, etc. to prepare a draft response to be returned to the Governor's Office with the goldenrod and the original correspondence. Suggested replies should be double-spaced and any enclosures should be provided. All suggested replies must be routed through the Agency for approval before forwarding to the Governor's Office. Copies of the final response are returned by the Governor's Office to the agency, department, board, or commission that prepared the original suggested response.

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(Continued)

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4. Under certain circumstances, upon approval by the Governor's Office, an Agency Secretary or department official will recommend that a suggested reply be prepared for their signature instead of the Governor's signature. In those instances, suggested replies should be prepared according to instructions established by the individual agency.
5. "PREPARE SUGGESTED REPLY TO BE USED AS FORM RESPONSE" indicates that the Governor's Office is holding other letters to be answered by the suggested reply.
6. "COORDINATE REPLY WITH \_\_\_\_\_" instructs the department, board, commission, etc. to contact another department for coordinated input into the response.

Unless noted otherwise, normal due dates allow ten working days for suggested replies and 15 working days for direct replies. Correspondence may be responded to by telephone when appropriate. A brief memo documenting the action taken must be returned to the Governor's Office along with the goldenrod via the agency in lieu of a direct reply copy. If correspondence has been incorrectly routed, it should be referred to the agency for return to the Governor's Office with suggestions for correct routing. Questions or suggestions concerning the handling of individual correspondence should be referred to the agency, the Cabinet Office, or Constituent Affairs Director in the Governor's Office, as appropriate.